Technical Information Bulletin

SUBJECT: PROM Reburn Program **Document No.: 20024**

[ ] Factory Modification [ ] Field Modification [ ] Safety Information [ ] Technical Information [X] General Information [ ] Adv. Tech Information	Applies to: All Risograph Products	Modification Schedule: [ ] TBS [ ] Next Call [ ] Next PM [X] As Necessary	Factory Installed_____ Field Installed_____ FittingTime _____

To: RISO AUTHORIZED SERVICE & SUPPORT
From: RISO REPAIR CENTER
Subject: PROM REBURN PROGRAM
Date: December 1, 1998

RISO Repair Center is proud to announce a new program to assist its CUSTOMERS:

Modification PROM Re-burn Program

When a new Technical Bulletin is released requiring necessary PROM Revision Change, the Repair Center will re-burn at no cost (see limitations below) all PROM's received within 90 days of that Technical Bulletin's release date.

Procedure:

1. Fill out a Warranty & Repair Traveler Form (per PROM) referencing the eligible Technical Bulletin and PROM version you need burned.
2. Fax a copy of the Traveler Form to the Warranty & Repair Department (978) 774-8494.
3. Your fax request will be chargeable @ $30.00 Per PROM but will only remain a valid AR (account receivable) until item #4 is completed.
4. After we send you the new PROM, return the older version PROM to us within two weeks (use the new PROM packaging). Address the package to the Warranty & Repair Department and include the original copy of the Traveler Form.

Note: Once we receive your older version PROM (properly packaged and in good condition) we will credit your account the $30.00 charge. Older version PROM's received after the 2 week period will not receive any credits.

Program Limitations:

1. There will be an initial charge of $30.00 for each PROM re-burn.
2. The program will only be in effect for the 90 days immediately following the release of the Technical Bulletin. PROM's received after 90 days will be processed as EXPRESS REPAIRS and billed accordingly.